

KENTUCKY HEALTH BENEFIT EXCHANGE ADVISORY BOARD

Small Employer Health Options Program (SHOP) Subcommittee

Meeting Minutes

January 16, 2014

Call to Order and Roll Call

The SHOP Subcommittee held its thirteenth meeting on Thursday, January 16, 2014, at 1:30 p.m. in the Large Conference Room at the Office of the Kentucky Health Benefit Exchange. William Nold, Deputy Executive Director, Office of the Kentucky Health Benefit Exchange, on behalf of Jeffrey Bringardner, Chair, called the meeting to order at 1:30 p.m., and the Secretary called the roll.

Subcommittee Members Present: Wayne Barber, Dr. Richard Broeg (by phone), Dr. Joe Ellis (by phone), Edward Erway (by phone), Carl Felix (by phone), Shelley Gast (by phone), Jan Gould, Harry Hayes (by phone), Jack Tillman (by phone), and Bob Weiss.

Staff Present: Tammy Bullock, Chris Clark, Leigh Edens, Wanda Fowler, Bill Nold, Sherilyn Redmon, Melea Rivera, and Chandra Venettozzi.

Approval of Minutes

A motion was made to accept the minutes of the November 21, 2013, meeting as submitted, seconded, and approved by voice vote.

Update on the Exchange

Chris Clark, Project Manager, Office of the Kentucky Health Benefit Exchange (KHBE) provided an update on enrollments in the individual and Small Employers Health Options Program (SHOP) market. Mr. Clark reported that, as of this meeting, the Exchange has enrolled over 160,000 in the individual market. There is not a current breakdown between Medicaid and individual market enrollment but the trend is running 75percent Medicaid and 25percent individual market.

The KHBE has seen a lot of interest and curiosity in the SHOP market. Over 1,300 employers have submitted an application to participate, and over 530 employers have been approved to select plans and enroll employees. The actual enrollment numbers have shown a different trend. In January 2014, 14 employers completed the enrollment process with 122 enrollees. In February, 15 employers representing 117 employees completed the process. In March, there are 44 eligible employees set for open enrollment. This enrollment will run through February 15, 2014. It is unknown how many will actually follow through with enrollment.

After the initial open enrollment period that ended December 15, 2013, staff called employers who did not complete their enrollments. The employer responses indicated that many had initiated enrollments only to get quotes in order to compare rates with the market outside of the Exchange. Mr. Nold raised the issue of whether some of the policy decisions made by the subcommittee may have influenced employer decisions regarding participation.

There has been a huge response to kynect, resulting in long waits at the Call Center. As a result, the Call Center has increased staffing to handle the volume. The Call Center will have over 200 customer service representatives in the next few weeks.

A major issue in the SHOP Exchange has been the inability of employers and agents to browse plans and to establish a “quote”. To address this functionality issue, a “Browse Plan” link has been added to the SHOP web portal to take employers to a user-friendly Excel spreadsheet to allow for browsing. This is available without signing in or establishing an account. Chandra Venettozzi, Health Data Administrator, KHBE, demonstrated the shopping tool.

System Changes

The KHBE recognizes that system changes are also needed to improve the SHOP experience. A representative from Deloitte updated the subcommittee on system changes and upgrades that are in place for the SHOP. These changes include more options to upload employee rosters, a tax credit calculator; the ability to distinguish between full-time and part-time employees and to add employees and probationary periods; and a reference plan option.

Establishment of SHOP/Agent/Navigator Task Force

Mr. Nold recommended the establishment of a task force consisting of members of the SHOP Subcommittee and the Navigator/Agent Task Force to look at policy and system issues that may be impacting SHOP enrollment. A motion was made, seconded, and approved by voice vote to establish a Task Force to examine policy decisions and system functionality issues that might be impacting enrollments and to make recommendations to refine the SHOP experience for employers. The Task Force will meet in February 2014 and report back to the SHOP Subcommittee at its next meeting.

Other Business

The next meeting of the subcommittee was scheduled for Thursday, March 1, at 1:30 p.m. at the Office of the Kentucky Health Benefit Exchange.

Adjournment

The meeting was adjourned at 2:45 p.m.